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1. How does quality management help decrease overhead?

1 / 1 point

- ☐ By increasing team members' job satisfaction
- ☐ By reducing the number of low-performing team members
- ☒ By reducing the number of errors that are an expense to the organization
- ☐ By increasing the amount of money stakeholders are willing to invest in the project

☒ Correct

2. What term refers to the requirements and specifications that your product must meet in order to be considered successful by your stakeholders?

1 / 1 point

- ☐ Quality documentation
- ☐ Quality management
- ☒ Quality standards
- ☐ Quality assurance

☒ Correct

3. What is the purpose of quality assurance in quality management?

0 / 1 point

- ☐ To decrease overhead
- ☐ To determine quality standards for your project
- ☒ To ensure quality standards are maintained when a problem is identified
- ☐ To evaluate and measure how well your project meets its goals

☒ Incorrect

Please review [the video on creating evaluation questions](#).

4. There are two main categories of evaluation questions: Questions that ask how you can make improvements and questions that help you measure and compare outcomes. Which of the following questions intends to help you measure and compare?

1 / 1 point

- ☒ What are the costs and benefits?

- ☐ What is working and what is not working?
- ☐ Which goals are being met?
- ☐ Who is benefiting?

☒ Correct

5. You are evaluating a customer experience initiative that you manage for an online clothing store. Which of the following evaluation indicators would answer this evaluation question: Are customers paying attention to our email newsletters?

1 / 1 point

- ☒ Customers redeem store coupons 25% more often.
- ☐ The store has increased the advertising budget by 25%.
- ☐ Customers are 35% more likely to recommend your store to a friend.
- ☐ Customers are 47% more likely to recommend your store to a friend.

☒ Correct

6. Your quality management plan for a product redesign project includes beta testing to preview new features. You ask beta test participants this question: "On a scale of 1 to 5 (where 1= "almost never" and 5= "all the time"), how often would you use this feature?" What type of survey question is this an example of?

1 / 1 point

- ☒ A close-ended scaled question
- ☐ A close-ended true/false question
- ☐ A close-ended multiple choice question
- ☐ An open-ended question

☒ Correct

7. In addition to a full-summary report, what are two other ways that you can present information in a timely manner during a presentation? Select all that apply.

1 / 1 point

- ☒ By using a slide-based presentation

☒ Correct

- ☐ By using vague and general terms
- ☒ By using a summary sheet

☒ Correct

- ☐ By using jargon and technical terms

8. When should you hold a project retrospective? Select all that apply.

1 / 1 point

- ☐ Every week of the project
- ☒ At the end of a project

☒ Correct

- ☒ After a project milestone

☒ Correct

- ☐ After the project kickoff

9. As a project manager, you are leading a project retrospective. You start the meeting by reminding the team that no stakeholders or customers are involved in this meeting. What technique are you using to encourage participation in the retrospective?

1 / 1 point

- ☐ Model team participation
- ☒ Create a safe environment
- ☐ Pose a question each participant can answer
- ☐ Review the project timeline

☒ Correct

10. As a project manager, you are leading a project retrospective. You start by discussing some negative feedback about a new feature that was left by beta testers. What technique are you using to encourage team accountability in the retrospective?

0 / 1 point

- ☒ Identify the team's role in creating a specific challenge.
- ☐ Turn complaints into SMART action items.
- ☐ Come prepared with specific challenges to discuss.
- ☐ Detach the challenge from a specific team member.

☒ Incorrect

Please review [the video about accountability in retrospectives](#).